

From: Harmon, Vicki
Sent: Wednesday, February 20, 2002 11:41 AM
To: ALL DPA Statewide Staff; ALL DPA State Associates; Sturrock, Kathy
Subject: Additional Medical Benefit Run

BROADCAST TO ALL STAFF FROM SYSTEMS OPERATIONS

Due to a number of factors, processing the Medicaid and Chronic and Acute Medical Assistance (CAMA) coupons has taken too long to meet our desired mail schedule and provide the best possible service to our customers. We recently completed a work request to split the main run job and create more time to process the large issuance. This early medical benefit regular run will take place after the **adverse action** date but before the Regular Run at the end of the month.

The new run will pay all *Immediate* (I) and *Regular* (R) authorized benefits from the first of the month to this run date. The *Immediate* issuance coupons or cards will be mailed as soon as they are printed. The *Regular* benefit coupons or cards will be held and mailed at the end of the month. The MEBH will continue to reflect the benefits that have been paid in the *Issuance Indicator* field.

No changes have been made to the daily immediate runs or the end of the month run. No changes are required in case processing.

If you have system-related questions, please contact the Help Desk at EISHelp@health.state.ak.us <<mailto:EISHelp@health.state.ak.us>> or DPA EIS Helpdesk.